

# Developing reporting procedures

## Workplace bullying and harassment

Employers are required to have procedures that explain how workers report incidents or complaints of workplace bullying and harassment. This document contains a step-by-step guide for developing reporting procedures, as well as sample procedures and a sample complaint form. Additional resources and an explanation of legal duties can be found at [www.worksafebc.com/bullying](http://www.worksafebc.com/bullying).

### Step 1 – How to report a complaint

Decide whether complaints can be made verbally and/or in writing. On page 4, a sample complaint form is provided for workers to submit written complaints to the employer.

### Step 2 – When to report

Provide guidance to workers on when they should report incidents or complaints. Workers should be encouraged to report as soon as possible, so that action can be taken and incidents investigated promptly.

### Step 3 – Reporting contact

Include the position and/or name of the person whom workers should contact to report incidents or complaints. For example, indicate if workers are to report directly to the employer, supervisor, Human Resources representative, union representative, or other person assigned to

handle complaints. Where appropriate, include specific contact information, such as a phone number and email address for the designated contact person.

### Step 4 – Alternate reporting contact

Reporting procedures must be in place for situations where the employer or supervisor is the alleged bully – in other words, the worker would not report to the employer or supervisor who is the alleged bully. Reporting procedures could direct workers who are bullied and harassed by employers or supervisors to contact one of the examples listed, in Step 3 (above). If the employer cannot provide other reporting options, for example, if the business is a very small one, then workers can contact the WorkSafeBC prevention information line to report bullying and harassment by the employer (1.888.621.7233).

## Step 5 – What to include in a report

In a bullying and harassment report, complainants should provide as much information as possible, such as:

- the names of the parties involved
- any witnesses to the incident(s)
- the location, date, and time of the incident(s)
- details about the incident(s) (behaviour and/or words used)
- any additional details that would help with an investigation

Relevant documents supporting the allegations could also be submitted, such as emails, handwritten notes, photographs, or physical evidence, like vandalized personal belongings. For a sample complaint form, refer to the template at the end of this document.

## Step 6 – Annual review

The reporting procedures must be reviewed annually. On the annual review date, consider any incidents that arose in the preceding year and revise the procedures if necessary.

## Step 7 – Notify workers and supervisors

Employers must ensure all workers and supervisors are aware of the workplace procedures for reporting workplace bullying and harassment.

## Additional duties

Employers must also develop procedures for how they will deal with incidents or complaints of workplace bullying and harassment, and then train workers about those procedures. For more information on investigation procedures, refer to the *Investigations guide* and *Developing investigation procedures* at [www.worksafebc.com/bullying](http://www.worksafebc.com/bullying).

## Resources and additional information

**WorkSafeBC prevention information line**  
1.888.621.7233

**Employers' Advisers Office**  
[www.labour.gov.bc.ca/eao/](http://www.labour.gov.bc.ca/eao/)

**Workers' Advisers Office**  
[www.labour.gov.bc.ca/wab/](http://www.labour.gov.bc.ca/wab/)

WorkSafeBC has created a package of tools and resources to help workplace parties prevent and address workplace bullying and harassment. Access the online tool kit and OHS policies at [www.worksafebc.com/bullying](http://www.worksafebc.com/bullying).

# <Organization name> workplace bullying and harassment reporting procedures

The following are sample procedures for workers to report to their employer incidents or complaints of workplace bullying and harassment. They can be adapted to meet the needs of individual workplaces. Additional resources, an explanation of legal duties, and a Microsoft® Word version of this form can be found at [www.worksafefbc.com/bullying](http://www.worksafefbc.com/bullying).

## 1. How to report

Workers at <organization name> can report incidents or complaints of workplace bullying and harassment verbally or in writing. When submitting a written complaint, please use the workplace bullying and harassment complaint form. When reporting verbally, the reporting contact, along with the complainant, will fill out the complaint form.

## 2. When to report

Incidents or complaints should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly.

## 3. Reporting contact

Report any incidents or complaints to <name, position, and contact information. For example, report to the employer, supervisor, Human Resources representative, union representative, or other person assigned to handle complaints.>

## 4. Alternate reporting contact

If the employer, the complainant's supervisor, or the reporting contact named in Step 3 is the person engaging in bullying and harassing behaviour, contact <position or name of alternate reporting contact. For example, contact another supervisor, a Human Resources representative, a union representative, or other person assigned to handle complaints.>

## 5. What to include in a report

Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

## 6. Annual review

These reporting procedures will be reviewed on an annual basis. All workers will be provided with a copy.

Signed: \_\_\_\_\_  
<name of senior management representative>

Date created: \_\_\_\_\_ Annual review date: \_\_\_\_\_

## Sample workplace bullying and harassment complaint form

This is an example of a complaint form for workers to report incidents or complaints of workplace bullying and harassment to the employer. It can be adapted to meet the needs of individual workplaces. Employers might use other reporting procedures, and are not required to use this form. A Microsoft® Word version of this form is available at [www.worksafefbc.com/bullying](http://www.worksafefbc.com/bullying).

**Name and contact information of complainant:** \_\_\_\_\_

**Name of alleged bully or bullies:** \_\_\_\_\_

### Personal statement

Please describe in as much detail as possible the bullying and harassment incident(s), including:

- the names of the parties involved
- any witnesses to the incident(s)
- the location, date, and time of the incident(s)
- details about the incident(s) (behaviour and/or words used)
- any additional details that would help with an investigation

Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date